Action items are highlighted in red.

<u>Review of SBWG Issues List</u>
An updated issues list is being sent with these minutes.
Several items were updated or corrected.

Item #045 – For ComEd, the ARES Name, 800# and Web Address will be shown on one line. For Ameren the ARES Name, 800# and Web Address will be shown on two lines. The sample bills distributed by Ameren at a previous workshop showed this information on three lines. The utilities will circulate sample bills showing the new layout.

Two new items were added from the CPWG call on Sept. 23.

1) Accounts with disputed charges will need to be identified in the utilities' billing systems and communicated to the ARES. The utilities need to do more work on the business processes before bringing proposals back to the SBWG and CPWG. In the tariff that will be filed on Sept. 30, Ameren is including some dispute resolution language.

2) Rescinds and Drops: Rescinds and drops will need to be distinct EDI transactions. A rescind returns a pending-active account to the currently active ARES. A drop returns an active account to the utility service. A suggestion that was made at the last CPWG meeting was for the utility to hold a rescind that was not sent in time, and turn it into a drop. This suggestion was rejected. For non-Mass Market accounts at Ameren, the utility wouldn't know what kind of drop was desired. The final resolution is that any rescind received after the account is active will be rejected.

<u>Review of Enrollment and Drop Standards</u>
There was one correction to the matrices. Based on discussion at the last workshop, it was decided that the utilities would reject all off-cycle enrollment requests that do not have a requested effective date. This issue was captured correctly in the issues list, but it was incorrect on the enrollment matrix. A corrected matrix will be distributed with these minutes.

<u>Sync List</u>
The proposal sent out with minutes for 9/4 meeting was approved. The list will include all active accounts (with historical enrollment dates) and pending-active accounts (with future enrollment dates). The ComEd report will contain one record per account. The Ameren report will contain one record for each Service Point.

In response to sending out the minutes from the last meeting a suggestion was made to include the Supplier Balance in the list. This request was rejected. The purpose of the sync list is for the ARES to verify the customers that the utility has enrolled to that ARES. The managing of the financial aspects of UCB/POR will be done with other processes and reports that are yet to be designed.

Payments from the Utility to the ARES

Should payments go through the bank or with the 820? Based on the information received from the suppliers regarding their preference and the standard used in other markets, the resolution is for the utilities to send the 820 to the ARES and the ACH to the bank. The utilities will verify that there are no problems with this approach. If not, the issue will be closed.

Update on Ameren's Service Point rates, billing and enrollment

There was discussion about Ameren's proposal at the Sept. 23 CPWG meeting, so this issue has been returned to the SBWG. There is quite a bit of concern that Ameren's Service Point approach will be a barrier for many ARES. Ameren pointed out that the current enrollment process and billing process aren't changing. Ameren is providing additional flexibility, but ARES aren't required to use it. Ameren currently accepts account level enrollments and will continue to do so. Currently, 867's are at the service point level. Ameren will contact ARES that are currently active in the Ameren territories to discuss system design and ongoing operational issues that they've encountered with Ameren's current processes and bring these back to the group.

A request was also made to describe the relationship between accounts, service points and meters. At Ameren, "account" means the same thing as "customer". One bill is issued for each account. There are one or more service points for each account, but each service point can only have a relationship with one account. In other words, the relationship between accounts and service points can be described as one-to-many. Rates are assigned at the service point level. Each service point can have only one rate. Each service point can have one or more meters, but each meter can only have a relationship with one service point. Obviously, meters are physical entities while service points are virtual entities.

Other Questions

Dominion brought up three questions near the end of the meeting.

1) Will there be reason codes on the No-Bill List? No. In most cases, the reason for the no-bill isn't known. Usually, as soon as the reason is known the problem is resolved, and the account is billed.

2) Why isn't there a reason code on the utility-initiated Drop Transaction for when a customer is dropped for non-pay? This is a customer protection issue that goes back to the original retail choice implementation in 1999.

3) Why are there differences between billed and raw usage? There are a relatively small number of accounts where there is a difference. The number of Mass-Market accounts is very small. The reasons for this difference are deduct lighting, transformer loss adjustments (meter is located on high side of utility owned transformer or low side of customer owned transformer), and behind the meter generation.

Next Meeting

The next meeting of the SBWG will be Thursday, October 9th at 1:00 PM CST.

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